

BEFORE
THE PUBLIC SERVICE COMMISSION
OF SOUTH CAROLINA
DOCKET NO. 2017-333-T

Application of Need it Moved? For a)
Class E Household Goods Certificate of)
Public Convenience and Necessity to)
Operate a Motor Vehicle Carrier)
_____)

DIRECT TESTIMONY OF ADAM BUTLER

1 **Q. Please state your name, business and business address.**

2 A. Adam Butler, Need it Moved?. 821 South Ott Rd, Columbia SC 29205

3 **Q. What is "Need it Moved?" and how long has it been in business?**

4 A. Need it Moved is a moving labor company. That provides moving labor to residence to
5 load and unload trucks, move furniture, and disable and build furniture as needed. I'm
6 currently applying to have Need it Moved licensed as a full service moving company to
7 load, transport and unload household goods. I've been operating for right around three
8 years.

9 **Q. In what State is it incorporated?**

10 A. I am incorporated in South Carolina. I started as a sole proprietor and I incorporated as
11 of April 2017.

12 **Q. So, Need it Moved? Is authorized by the Secretary of State to transact business in**
13 **South Carolina?**

14 A. Yes.

1 **Q. How do you train your employees?**

2 A. Well, when a potential mover fills out an application and is interviewed, and has the
3 references checked. If the field manager believes that the applicant will be a positive
4 addition to the team, he/she is hired. New hires attends an orientation that informs
5 him/her of what the company is all about and what it means to be a professional mover.
6 They then go through two-3 days, where they are required to read company policy, the
7 movers guide, schedule expectations, and what I expect as far as professionalism when
8 working with customers. They go through 2 – 3 days of training in which they are shown
9 the proper way to handle boxes and furniture and how to work with the crew. Then at
10 the end of the training I would evaluate the mover to determine if they are competent
11 to efficiently move furniture.

12 After the 2 day on site training the mover is then re-evaluated. The trainee is
13 then tested to evaluate their level of understanding the process and what is required,
14 and after that evaluation the final decision is made on whether they will be hired on an
15 employee. I now consider this person a “third mover.” I typically run a two man team,
16 and the third mover would be called out in those situation that an extra person is
17 needed to do the job.

18 The second mover undergoes more in-depth training. This person would be
19 trained in to learn not only in the proper way of handling boxes and furniture, but also
20 in the appropriate way of packing and loading the truck. He/she is trained to run
21 occasional jobs as the crew manager and handle additional duties when asked to do so.

22 The “First mover” is not only subject to the same training as the other movers
23 on the crew in efficiency, but is also prepared to oversee all jobs that come up. This
24 person would be the field manager that the second and third mover would report to.
25 The Field Manager is trained to handle any problems that arise on the job site, for

1 example, if a customer makes a last minute change to location, or decides to add
2 additional stops during transport; the field manager is trained to re-route the truck, to
3 be able to discuss with the customer any additional charges for these changes and has
4 the authority as the field manager to approve additional charges pursuant to our pricing
5 guidelines. The field manager is also the main person on site on a regular basis that will
6 communicate with the customer and show the upmost customer care with any job site.

7 When training drivers, before I will allow any crew member to drive during
8 transport, I do a thorough check through the Department of Motor Vehicles and review
9 their full driving record, and I require proof of insurance in all circumstances. The
10 perspective driver is then trained, off site, on how to properly drive a truck with trailer
11 attached. They will be to show they are capable of properly operating the vehicle when
12 pulling a trailer and also understand they the basic requirement for operating any
13 vehicle on the roadways. After the new driver has shown me that they have the ability
14 to operate the truck and trailer; I will then accompany the new driver on several jobs
15 until I feel they are capable of operating the vehicle without supervision.

16 **Q. Does Need it Moved? Own or lease any vehicles?**

17 A. Yes. I own a 2011 Toyota 4 Runner and a 2017 ANVIL 10 by 6 enclosed cargo trailer.

18 **Q. Please describe the services Need it Moved? will provide in South Carolina.**

19 A. My goal is to provide full service moves to residents with homes under twenty-five
20 hundred square feet. I would also like to provide full service moves to residents who
21 live in smaller places, like apartments, college students who live in dorms. Also, I would
22 like to be able to offer full service for moving home furnishings, décor and antiques to
23 people around the State. For example, if someone purchases a piece of furniture while
24 on vacation in Murrell's Inlet and needs it taken to their home in Greenville, I'd like to
25 be able to provide that service to them.

1 I will also provide moving labor only if someone is in need help loading their
2 belonging onto moving trucks if they need assistance. We will also provide assistance in
3 packing and unpacking furniture.

4 **Q. The services you've described, are those the same services that you've been providing**
5 **up to this point with Need it Moved?**

6 A. No. I have provided moving labor only jobs and assisting with packing and unpacking.
7 What I have described is how I want to expand my business to offer more services to the
8 residents of South Carolina.

9 **Q. Has Need it Moved been convicted of operating with no intrastate household goods**
10 **authority or failure to abide by the rules and regulations pertaining to the intrastate**
11 **transportation of goods in this State or any other state?**

12 A. No.

13 **Q. Has Need it moved ever had a certificate authorizing the transportation of household**
14 **goods revoked in this State or any other state?**

15 A. No.

16 **Q. Are you aware of any complaints filed against Need it Moved? with the Better**
17 **Business Bureau, Chamber of Commerce, or any state or municipal court or agency?**

18 A. No.

19 **Q. Are you familiar with, and do you agree to comply with, the statutes and regulations**
20 **that govern the operation of intrastate household goods movers in South Carolina?**

21 A. Yes.

22 **Q. Why do you believe there is a need for services from Need it Moved? throughout**
23 **South Carolina?**

24 A. I believe that there is a market for customers searching the state to provide their homes
25 with furniture that they are specifically looking for. I believe that the larger companies

1 at times make it more difficult for folks to organize a move that is considered smaller
2 scale. Also, I believe that I would be able to offer a quality move at quality prices for
3 those people looking for movers for specific individual items. For example, I believe that
4 if someone was out and purchased an antique bedroom suite but had no way of
5 transporting it to their home, they would have to contact a moving company to
6 transport it for them. I would like to be able to provide that service to them without all
7 of the hassle and stress that is associated with trying to deal with larger companies. I
8 also believe that focusing on homes that are under 2500 sq ft will provide a reliable
9 moving service to those people who may have been contemplating trying to handle the
10 move themselves. I believe that my services for those smaller home moves would
11 provide a sense of relief and allow people to feel secure that their personal belonging
12 are being properly taken care of and will arrive at the new location efficiently and safely.

13 **Q. How will Need it Moved market its services throughout the State?**

14 A. We will advertise through the internet, i.e. social media, Yellow Pages, Yelp, Face Book,
15 etc. I will have flyers that circulate and of course, but word of mouth. I plan to reach
16 out to the local businesses. And hopefully we will get references after we get started.

17 **Q. Is Need it Moved financially able to provide the services for which it request**
18 **authority?**

19 A. Yes.

20 **Q. Are there any outstanding court orders or judgments against Need it Moved? or you**
21 **personally?**

22 A. No.

23 **Q. Does Need it Moved? have insurance?**

24 A. Yes. Right now I have general liability insurance. However, I will, of course, have
25 commercial auto and cargo insurance if I am granted a license to operate state wide.

1 **Q. Does Need it Moved? have a proposed tariff?**

2 A. Yes. (See attached)

3 **Q. Do you understand that the rates in that tariff are the only ones that the company can**
4 **charge for intrastate moving of household goods?**

5 A. Yes.

6 **Q. How will you quote the cost of a move to a customer?**

7 A. I will discuss the rates that are listed in the tariff that pertain to the customers particular
8 move request over the phone or in person. If the job is booked the filed manager will go
9 over the rates and estimated cost with the customer which is stated on the bill of lading
10 that the customer receives.

11 **Q. Does Need it Moved? have a bill of lading?**

12 A. Yes. (see attached)

13 **Q. Will Need it Moved provide a bill of lading for each move it conducts?**

14 A. Yes.

15 **Q. Does this complete your testimony?**

16 A. Yes.